

QUARTER 1 2011

**Schedule B  
Performance Obligations.**

**Iarnród Éireann & National Transport  
Authority**

**TABLE 1**  
**Punctuality Performance 2011**

<b>Route</b>	<b>Measure</b>	<b>Target</b>	<b>Quarter 1</b>	<b>Variance</b>
<b>Drogheda-am peak</b>	0-10 mins	92%	93.1%	1.1%
<b>Drogheda-pm peak</b>	0-10 mins	92%	98.0%	6.0%
<b>Drogheda-off peak</b>	0-5 Mins	87%	95.3%	8.3%
<b>Maynooth-am peak</b>	0-10 mins	92%	96.7%	4.7%
<b>Maynooth-pm peak</b>	0-10 mins	92%	96.5%	4.5%
<b>Maynooth-off peak</b>	0-5 Mins	87%	90.1%	3.1%
<b>Kildare-am peak</b>	0-10 mins	92%	97.7%	5.7%
<b>Kildare-pm peak</b>	0-10 mins	92%	97.7%	5.7%
<b>Kildare-off peak</b>	0-5 Mins	87%	95.1%	8.1%
<b>DART-am peak</b>	0-10 mins	92%	95.1%	3.1%
<b>DART-pm peak</b>	0-10 mins	92%	97.8%	5.8%
<b>DART-off peak</b>	0-5 mins	87%	93.1%	6.1%
<b>Cork/Cobh-am peak</b>	0-10 mins	92%	98.3%	6.3%
<b>Cork/Cobh-pm peak</b>	0-10 mins	92%	99.2%	7.2%
<b>Cork/Cobh-off peak</b>	0-5 Mins	87%	96.7%	9.7%
<b>Cork/Midleton-am peak</b>	0-10 mins	92%	99.0%	7.0%
<b>Cork/Midleton-pm peak</b>	0-10 mins	92%	99.6%	7.6%
<b>Cork/Midleton-off peak</b>	0-5 Mins	87%	97.6%	10.6%
<b>Limerick-Galway</b>	0-10 mins	TBD	94.7%	#
<b>Limerick-Waterford</b>	0-10 mins	TBD	70.5%	#
<b>Limerick-Ballybrophy</b>	0-10 mins	TBD	85.9%	#
<b>Total Intercity Routes</b>	<b>0-10 mins</b>	<b>92%</b>	<b>94.1%</b>	<b>2.1%</b>
<b>Dublin-Belfast</b>	0-10 mins		87.6%	87.6%
<b>Dublin-Galway</b>	0-10 mins		97.2%	97.2%
<b>Dublin-Rosslare</b>	0-10 mins		95.2%	95.2%
<b>Dublin-Cork</b>	0-10 mins		93.0%	93.0%
<b>Dublin-Westport/Ballina</b>	0-10 mins		93.1%	93.1%
<b>Dublin-Sligo</b>	0-10 mins		92.6%	92.6%
<b>Dublin-Limerick</b>	0-10 mins		94.7%	94.7%
<b>Dublin-Tralee</b>	0-10 mins		96.8%	96.8%
<b>Dublin-Waterford</b>	0-10 mins		97.1%	97.1%

**TABLE 2**  
**Passenger Service Annual Train Kilometres**

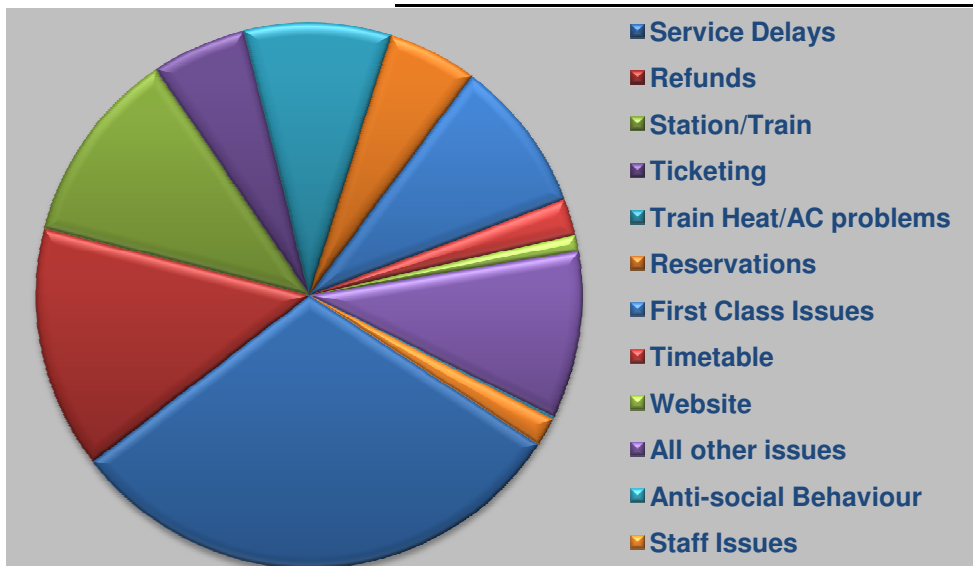
<b>Sections</b>	<b>Route</b>	<b>Qtr 1 Kms Operated #000's</b>	<b>Service Percent</b>	<b>YTD Train Kms Position #000's</b>	<b>Overall Annual Percentage</b>	
<b>DART</b>	<b>Malahide/Howth-Greystones</b>	599.89	99.98%	599.89	99.98%	
<b>Commuter</b>	<b>Connolly/Docklands-Enfield</b>	207.46	99.89%	207.46	99.89%	
	<b>Cork - Cobh/Midleton</b>	129.23	100.00%	129.23	100.00%	
<b>Dublin - Cork</b>	<b>Dublin - Portlaoise</b>	605.35	99.74%	605.35	99.74%	
	<b>Portlaoise - Cork</b>	560.77	100.00%	560.77	100.00%	
<b>Malahide - Border</b>	<b>Malahide - Border</b>	279.14	99.97%	279.14	99.97%	
<b>Radial Intercity</b>	<b>Enfield - Sligo</b>	249.23	100.00%	249.23	100.00%	
	<b>Portarlington - Athlone</b>	115.38	100.00%	115.38	100.00%	
	<b>Athlone - Galway</b>	131.54	100.00%	131.54	100.00%	
	<b>Athlone - Westport/Ballina</b>	120.00	100.00%	120.00	100.00%	
	<b>Limerick Junction - Limerick</b>	108.46	100.00%	108.46	100.00%	
	<b>Limerick - Ennis (Athenry)</b>	115.38	100.00%	115.38	100.00%	
	<b>Mallow - Tralee</b>	129.13	99.92%	129.13	99.92%	
	<b>Cherryville Junction - Waterford</b>	140.77	100.00%	140.77	100.00%	
	<b>Greystones - Rosslare</b>	115.35	99.97%	115.35	99.97%	
	<b>Other Services</b>	<b>Limerick Junction - Rosslare Strand</b>	46.15	100.00%	46.15	100.00%
		<b>Ballybrophy - Limerick</b>	30.00	100.00%	30.00	100.00%
	<b>PSO Train Kms Target</b>	<b>3611.67</b>	<b>98.00%</b>	<b>3,611.67</b>	<b>98.00%</b>	
	<b>IE Actual Kms Operated</b>	<b>3683.24</b>	<b>99.94%</b>	<b>3,683.24</b>	<b>99.94%</b>	
	<b>Variance</b>	<b>71.57</b>	<b>1.94%</b>	<b>71.57</b>	<b>1.94%</b>	

**TABLE 3****Percentage of Scheduled Services Operated 2011**

Routes Operated	Quarter 1	YTD
Intercity	99.98%	99.98%
Commuter	99.29%	99.29%
Regional Services	100.0%	100.00%
DART	99.93%	99.93%
<b>Target</b>	99.00%	99.00%
<b>Total Services Operated</b>	99.80%	99.80%
<b>Variance</b>	0.80%	0.80%

**TABLE 4****Customer Feedback Received 2011**

Category	Qtr 1 Feedback per 100k Journeys	YTD	QTR as Percentage of Total Feedback
Service Delays	10	10	30%
Refunds	5	5	14%
Station/Train	4	4	12%
Ticketing	2	2	6%
Train Heat/AC problems	3	3	9%
Reservations	2	2	5%
First Class Issues	3	3	9%
Timetable	1	1	2%
Website	0	0	1%
All other issues	3	3	10%
Anti-social Behaviour	0	0	0%
<b>Sub Total</b>	<b>34</b>	<b>34</b>	<b>98%</b>
Staff Issues	1	1	2%
<b>Total Feedback</b>	<b>35</b>	<b>35</b>	<b>100%</b>



## **REVENUE CONTROL MEASURES PERFORMANCE & CAR PARKING**

Information has been provided on Revenue Control Measures and Car Parking Statistics, however, due to the nature of the information and its commercial sensitivity, it has been treated as confidential

## **NETWORK CHANGES ON WEBSITE**

Iarnród Éireann confirms comprehensive and up-to-date information on all Irish Rail services has been made available on the company website.

### **% Compliance within the 5 days notice of changes**

On journey planner	100%
On website travel alert page	100%

## **INTEGRATED TICKETING**

- In accordance with the ITS Participation agreement, Irish Rail has continued to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister, and it is being implemented as planned.

THE MYSTERY SHOPPER INFORMATION FOR QTR1 COULD NOT BE SUBMITTED DUE TO PROCUREMENT LEAD TIMES.